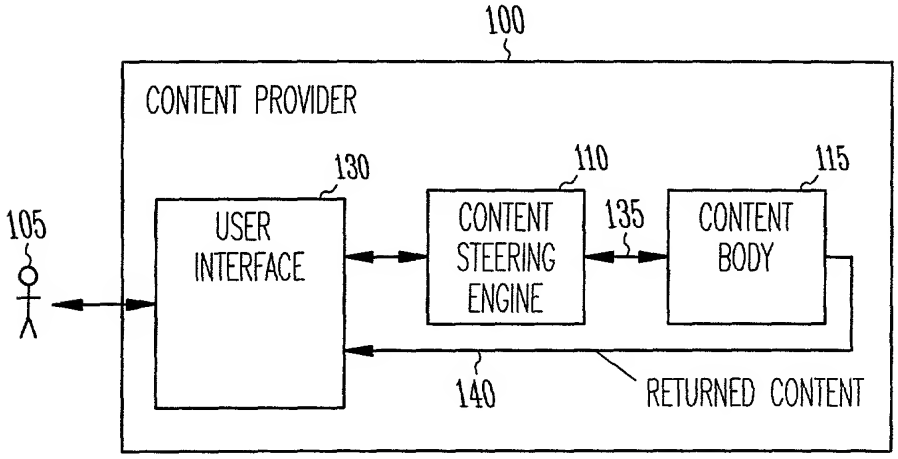
100
CONTENT PROVIDER
130
110
115
105
USER INTERFACE
CONTENT STEERING ENGINE
135
CONTENT BODY
140
RETURNED CONTENT

Fig. 1

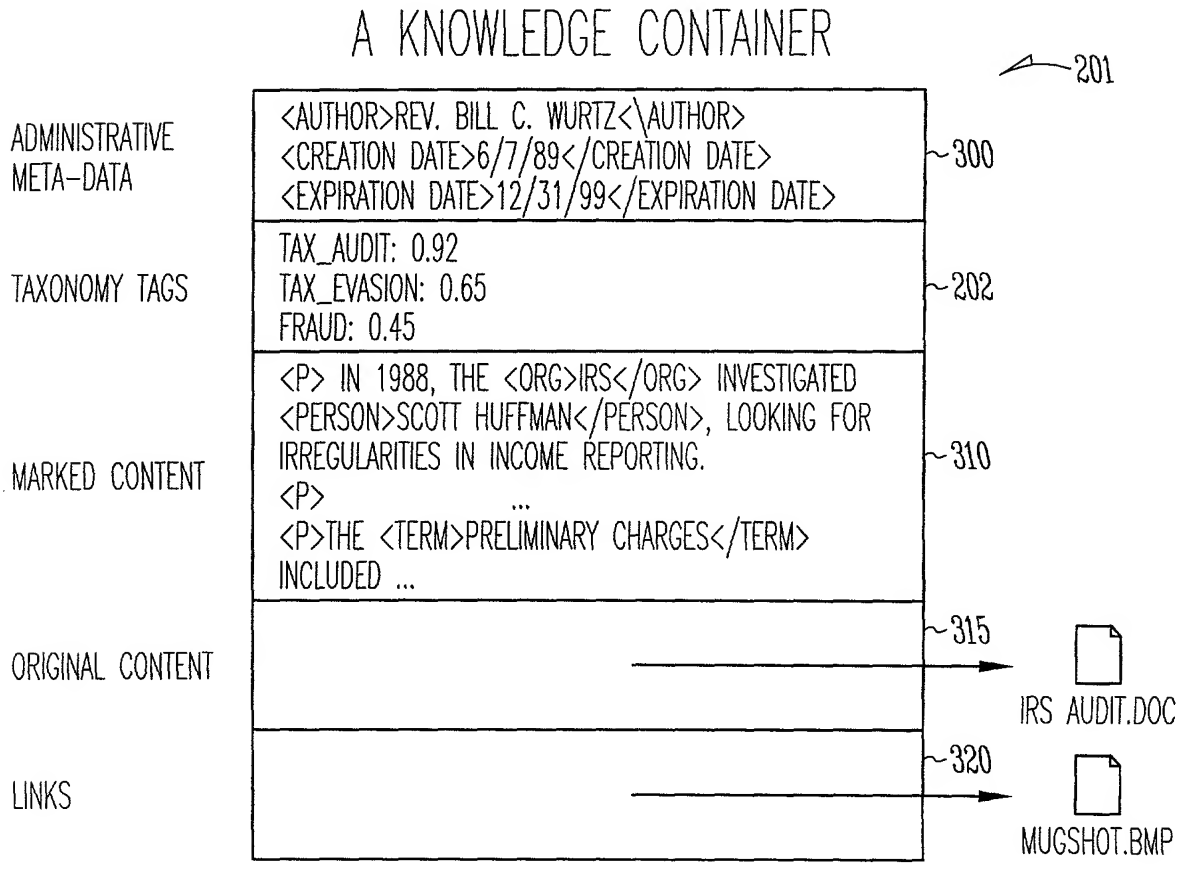
A KNOWLEDGE CONTAINER
201
ADMINISTRATIVE META-DATA
<AUTHOR>REV. BILL C. WURTZ<\AUTHOR>
<CREATION DATE>6/7/89</CREATION DATE>
<EXPIRATION DATE>12/31/99</EXPIRATION DATE>
300
TAXONOMY TAGS
TAX_AUDIT: 0.92
TAX_EVASION: 0.65
FRAUD: 0.45
202
MARKED CONTENT
<P> IN 1988, THE <ORG>IRS</ORG> INVESTIGATED <PERSON>SCOTT HUFFMAN</PERSON>, LOOKING FOR IRREGULARITIES IN INCOME REPORTING.
<P>
...
<P>THE <TERM>PRELIMINARY CHARGES</TERM> INCLUDED ...
310
ORIGINAL CONTENT
315
IRS AUDIT.DOC
LINKS
320
MUGSHOT.BMP

Fig. 3

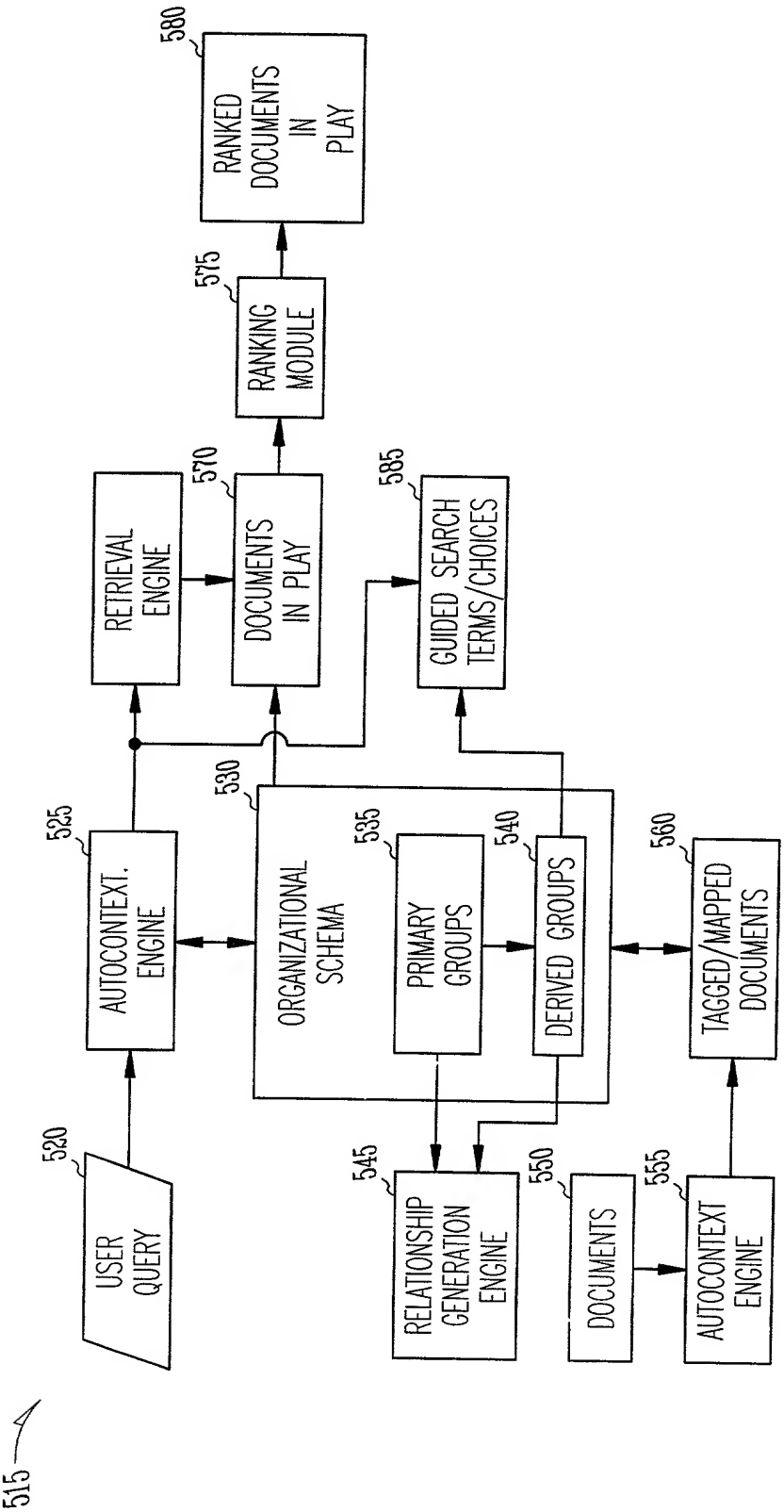
515
USER QUERY
520
AUTOCONTEXT. ENGINE
525
ORGANIZATIONAL SCHEMA
530
PRIMARY GROUPS
535
DERIVED GROUPS
540
TAGGED/MAPPED DOCUMENTS
560
RELATIONSHIP GENERATION ENGINE
545
DOCUMENTS
550
AUTOCONTEXT ENGINE
555
RETRIEVAL ENGINE
DOCUMENTS IN PLAY
570
GUIDED SEARCH TERMS/CHOICES
585
RANKING MODULE
575
RANKED DOCUMENTS IN PLAY
580

Fig. 5A

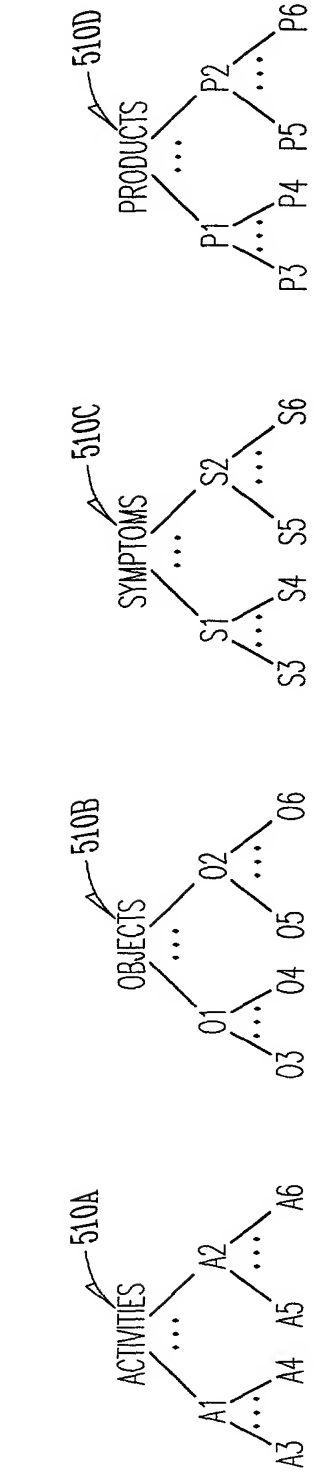
510D
PRODUCTS
P1
P2
P3
P4
P5
P6
510C
SYMPTOMS
S1
S2
S3
S4
S5
S6
510B
OBJECTS
O1
O2
O3
O4
O5
O6
510A
ACTIVITIES
A1
A2
A3
A4
A5
A6
500
505

Fig. 5B

$$\begin{bmatrix} A_1 \\ A_2 \\ \vdots \\ A_M \end{bmatrix} = \begin{bmatrix} AO_{11} AO_{12} \cdots AO_{1N} \\ AO_{21} AO_{22} \cdots AO_{2N} \\ \vdots \\ AO_{M1} \quad \cdots AO_{MN} \end{bmatrix} \begin{bmatrix} O_1 \\ A_2 \\ \vdots \\ O_N \end{bmatrix}$$

$\vec{A} \qquad \vec{AO} \qquad \vec{O}$

$$\begin{bmatrix} A_1 \\ A_2 \\ \vdots \\ A_M \end{bmatrix} = \begin{bmatrix} AP_{11} AP_{12} \cdots AP_{1N} \\ AP_{21} AP_{22} \cdots AP_{2N} \\ \vdots \\ AP_{M1} \quad \cdots AP_{MN} \end{bmatrix} \begin{bmatrix} P_1 \\ A_2 \\ \vdots \\ P_N \end{bmatrix}$$

$\vec{A} \qquad \vec{AP} \qquad \vec{P}$

$$\begin{bmatrix} S_1 \\ S_2 \\ \vdots \\ S_M \end{bmatrix} = \begin{bmatrix} SO_{11} SO_{12} \cdots SO_{1N} \\ SO_{21} SO_{22} \cdots SO_{2N} \\ \vdots \\ SO_{M1} \quad \cdots SO_{MN} \end{bmatrix} \begin{bmatrix} O_1 \\ O_2 \\ \vdots \\ O_N \end{bmatrix}$$

$\vec{S} \qquad \vec{SO} \qquad \vec{O}$

$$\begin{bmatrix} S_1 \\ S_2 \\ \vdots \\ S_M \end{bmatrix} = \begin{bmatrix} SP_{11} SP_{12} \cdots SP_{1N} \\ SP_{21} SP_{22} \cdots SP_{2N} \\ \vdots \\ SP_{M1} \quad \cdots SP_{MN} \end{bmatrix} \begin{bmatrix} P_1 \\ S_2 \\ \vdots \\ P_N \end{bmatrix}$$

$\vec{S} \qquad \vec{SP} \qquad \vec{P}$

$$\begin{bmatrix} S_1 \\ S_2 \\ \vdots \\ S_M \end{bmatrix} = \begin{bmatrix} SA_{11} SA_{12} \cdots SA_{1N} \\ SA_{21} SA_{22} \cdots SA_{2N} \\ \vdots \\ SA_{M1} \quad \cdots SA_{MN} \end{bmatrix} \begin{bmatrix} A_1 \\ S_2 \\ \vdots \\ A_N \end{bmatrix}$$

$\vec{S} \qquad \vec{SA} \qquad \vec{A}$

Fig. 6

$$\begin{bmatrix} A_1 \\ A_2 \\ \vdots \\ A_M \end{bmatrix} = \begin{bmatrix} AA_{11}\, AA_{12} \cdots AA_{1M} \\ AA_{21}\, AA_{22} \cdots AA_{2M} \\ \vdots \\ AA_{M1} \quad \cdots AA_{MM} \end{bmatrix} \begin{bmatrix} A_1 \\ A_2 \\ \vdots \\ A_M \end{bmatrix} \qquad \begin{bmatrix} O_1 \\ O_2 \\ \vdots \\ O_N \end{bmatrix} = \begin{bmatrix} OO_{11}\, OO_{12} \cdots OO_{1N} \\ OO_{21}\, OO_{22} \cdots OO_{2N} \\ \vdots \\ OO_{N1} \quad \cdots OO_{NN} \end{bmatrix} \begin{bmatrix} O_1 \\ O_2 \\ \vdots \\ O_N \end{bmatrix}$$

$$\vec{A} \qquad \vec{AA} \qquad \vec{A} \qquad\qquad \vec{O} \qquad \vec{OO} \qquad \vec{O}$$

$$\begin{bmatrix} S_1 \\ S_2 \\ \vdots \\ S_M \end{bmatrix} = \begin{bmatrix} SS_{11}\, SS_{12} \cdots SS_{1M} \\ SS_{21}\, SS_{22} \cdots SS_{2M} \\ \vdots \\ SS_{M1} \quad \cdots SS_{MM} \end{bmatrix} \begin{bmatrix} S_1 \\ S_2 \\ \vdots \\ S_M \end{bmatrix} \qquad \begin{bmatrix} P_0 \\ P_1 \\ \vdots \\ P_N \end{bmatrix} = \begin{bmatrix} P_{11}\ P_{12} \cdots P_{1N} \\ P_{21}\ P_{22} \cdots P_{2N} \\ \vdots \\ P_{N1} \quad \cdots P_{NN} \end{bmatrix} \begin{bmatrix} P_1 \\ P_2 \\ \vdots \\ P_N \end{bmatrix}$$

$$\vec{S} \qquad \vec{SS} \qquad \vec{S} \qquad\qquad \vec{P} \qquad \vec{PP} \qquad \vec{P}$$

Fig. 7

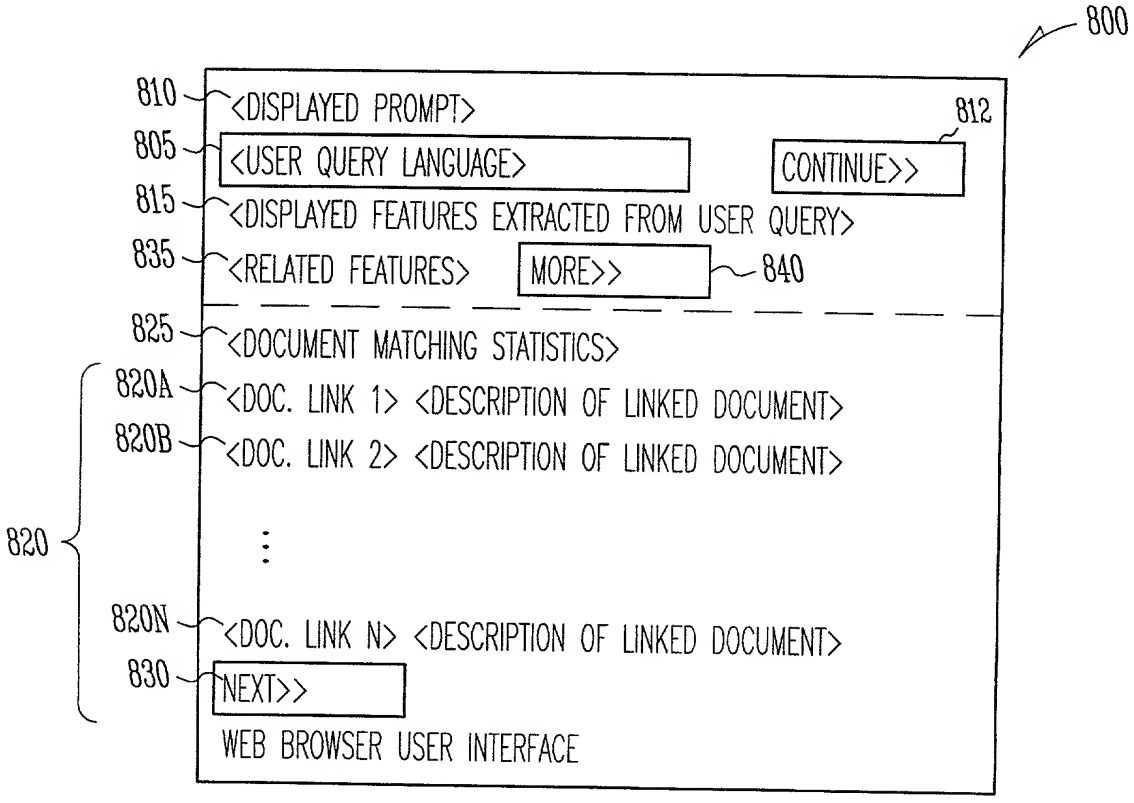

Fig. 8

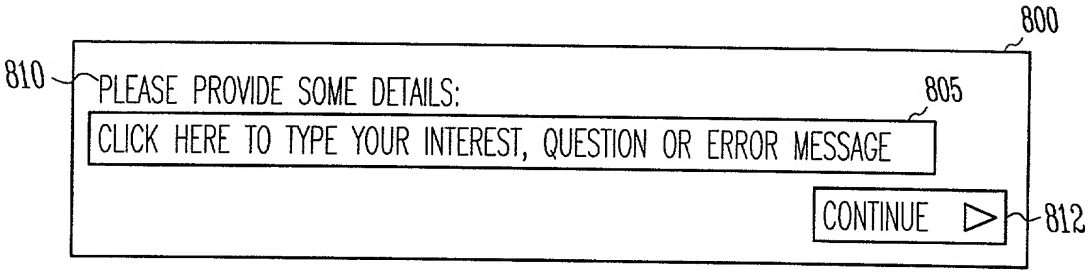
800
810
PLEASE PROVIDE SOME DETAILS:
805
CLICK HERE TO TYPE YOUR INTEREST, QUESTION OR ERROR MESSAGE
CONTINUE
812

Fig. 9A

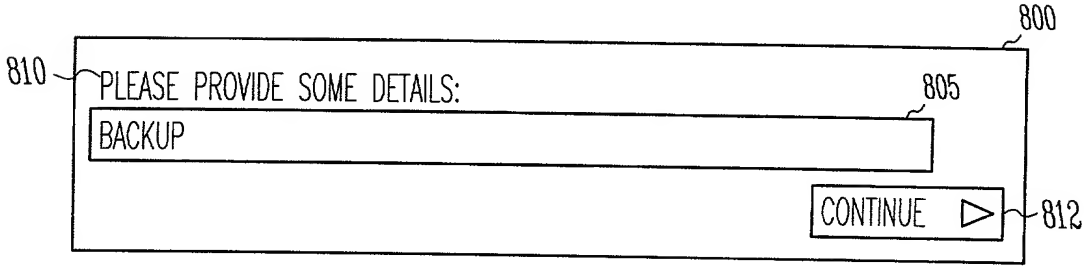
800
810
PLEASE PROVIDE SOME DETAILS:
805
BACKUP
CONTINUE
812

Fig. 9B

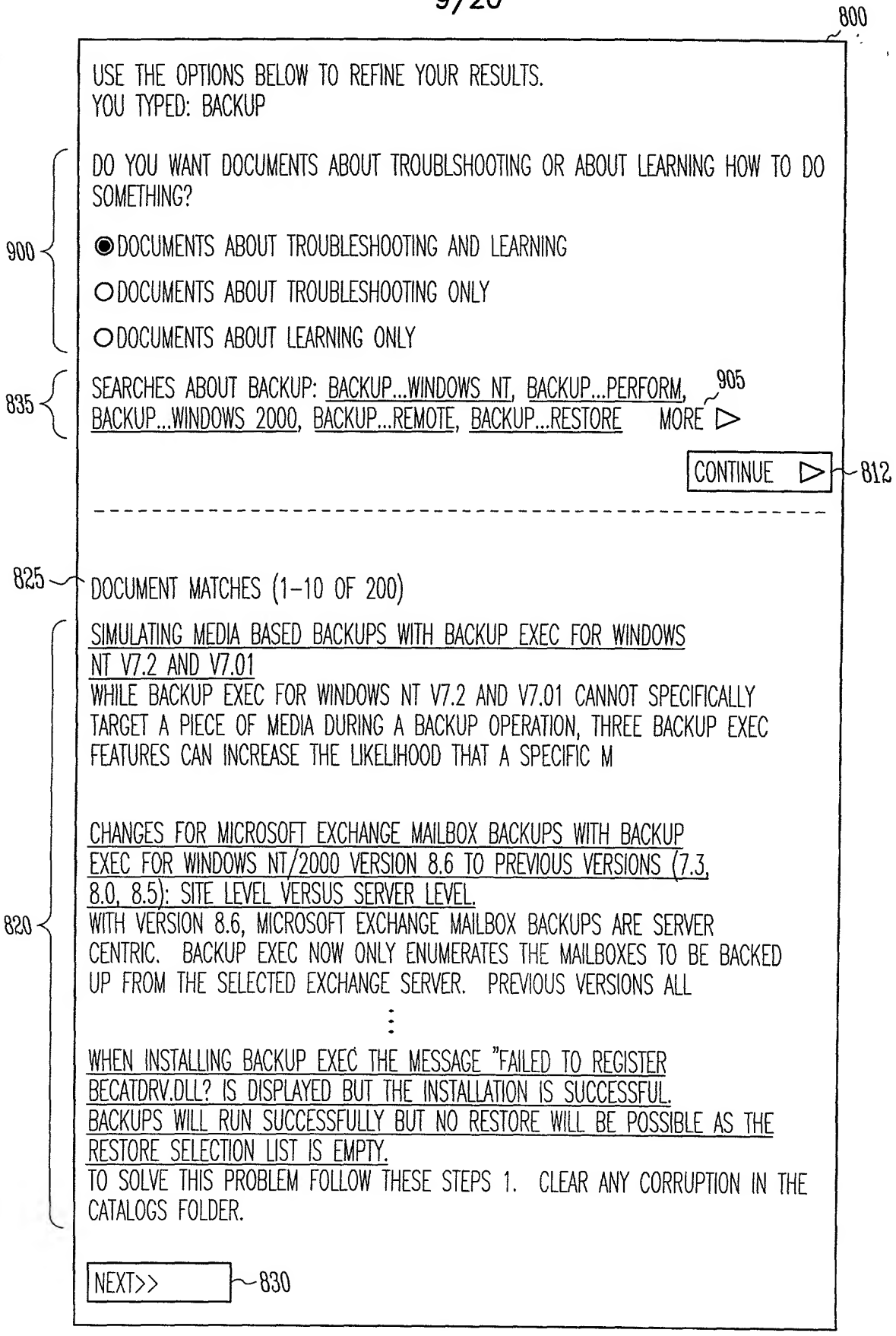
800
USE THE OPTIONS BELOW TO REFINE YOUR RESULTS.
YOU TYPED: BACKUP
DO YOU WANT DOCUMENTS ABOUT TROUBLSHOOTING OR ABOUT LEARNING HOW TO DO SOMETHING?
900
DOCUMENTS ABOUT TROUBLESHOOTING AND LEARNING
DOCUMENTS ABOUT TROUBLESHOOTING ONLY
DOCUMENTS ABOUT LEARNING ONLY
835
SEARCHES ABOUT BACKUP: BACKUP...WINDOWS NT, BACKUP...PERFORM, BACKUP...WINDOWS 2000, BACKUP...REMOTE, BACKUP...RESTORE MORE
905
CONTINUE
812
825
DOCUMENT MATCHES (1-10 OF 200)
820
SIMULATING MEDIA BASED BACKUPS WITH BACKUP EXEC FOR WINDOWS NT V7.2 AND V7.01
WHILE BACKUP EXEC FOR WINDOWS NT V7.2 AND V7.01 CANNOT SPECIFICALLY TARGET A PIECE OF MEDIA DURING A BACKUP OPERATION, THREE BACKUP EXEC FEATURES CAN INCREASE THE LIKELIHOOD THAT A SPECIFIC M
CHANGES FOR MICROSOFT EXCHANGE MAILBOX BACKUPS WITH BACKUP EXEC FOR WINDOWS NT/2000 VERSION 8.6 TO PREVIOUS VERSIONS (7.3, 8.0, 8.5): SITE LEVEL VERSUS SERVER LEVEL.
WITH VERSION 8.6, MICROSOFT EXCHANGE MAILBOX BACKUPS ARE SERVER CENTRIC. BACKUP EXEC NOW ONLY ENUMERATES THE MAILBOXES TO BE BACKED UP FROM THE SELECTED EXCHANGE SERVER. PREVIOUS VERSIONS ALL
WHEN INSTALLING BACKUP EXEC THE MESSAGE "FAILED TO REGISTER BECATDRV.DLL? IS DISPLAYED BUT THE INSTALLATION IS SUCCESSFUL. BACKUPS WILL RUN SUCCESSFULLY BUT NO RESTORE WILL BE POSSIBLE AS THE RESTORE SELECTION LIST IS EMPTY.
TO SOLVE THIS PROBLEM FOLLOW THESE STEPS 1. CLEAR ANY CORRUPTION IN THE CATALOGS FOLDER.
NEXT>>
830

Fig. 9C

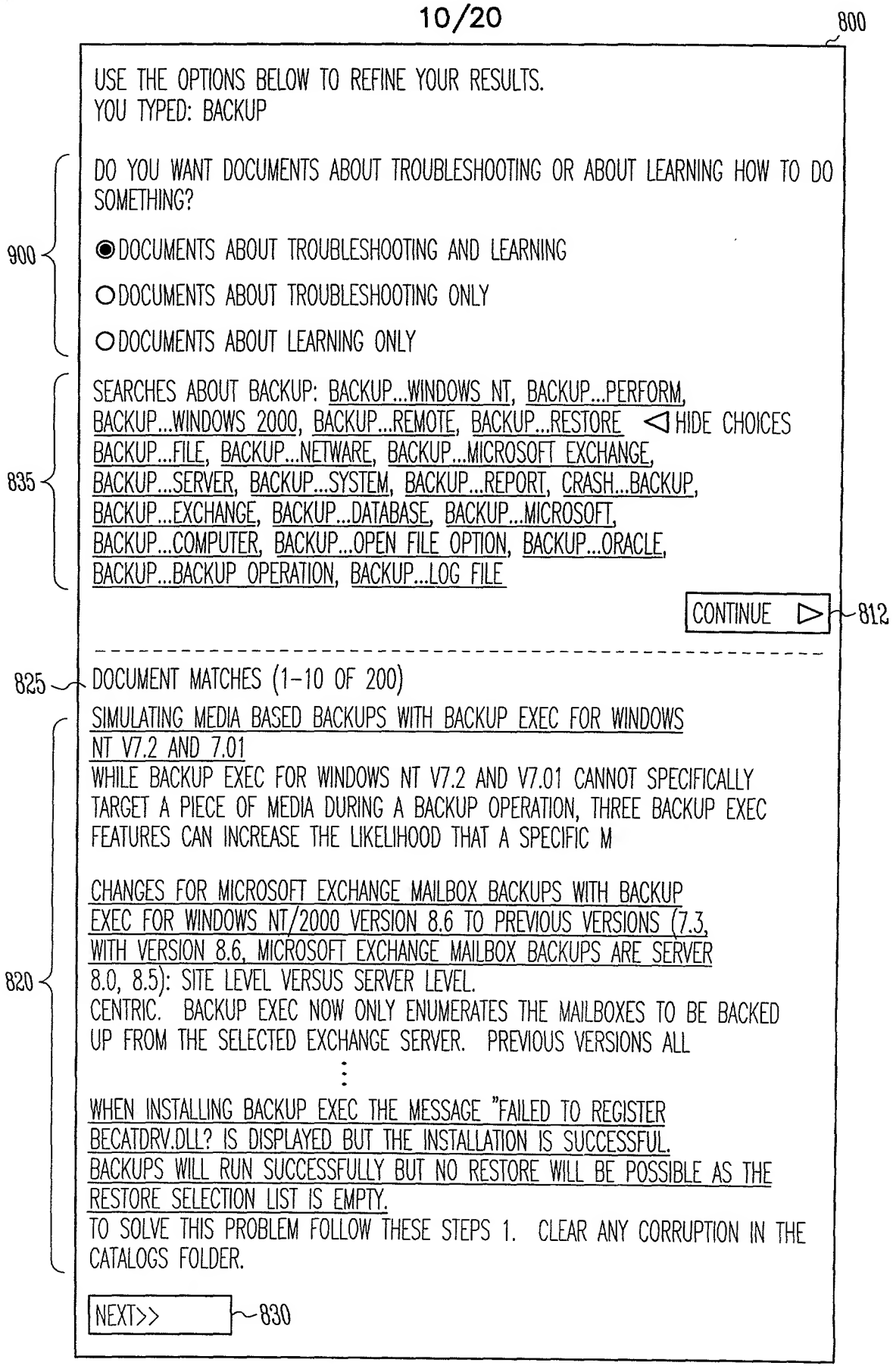
800
USE THE OPTIONS BELOW TO REFINE YOUR RESULTS.
YOU TYPED: BACKUP
DO YOU WANT DOCUMENTS ABOUT TROUBLESHOOTING OR ABOUT LEARNING HOW TO DO SOMETHING?
900
DOCUMENTS ABOUT TROUBLESHOOTING AND LEARNING
DOCUMENTS ABOUT TROUBLESHOOTING ONLY
DOCUMENTS ABOUT LEARNING ONLY
SEARCHES ABOUT BACKUP: BACKUP...WINDOWS NT, BACKUP...PERFORM, BACKUP...WINDOWS 2000, BACKUP...REMOTE, BACKUP...RESTORE ◁ HIDE CHOICES
835
BACKUP...FILE, BACKUP...NETWARE, BACKUP...MICROSOFT EXCHANGE, BACKUP...SERVER, BACKUP...SYSTEM, BACKUP...REPORT, CRASH...BACKUP, BACKUP...EXCHANGE, BACKUP...DATABASE, BACKUP...MICROSOFT, BACKUP...COMPUTER, BACKUP...OPEN FILE OPTION, BACKUP...ORACLE, BACKUP...BACKUP OPERATION, BACKUP...LOG FILE
CONTINUE ▷
812
825
DOCUMENT MATCHES (1-10 OF 200)
820
SIMULATING MEDIA BASED BACKUPS WITH BACKUP EXEC FOR WINDOWS NT V7.2 AND 7.01
WHILE BACKUP EXEC FOR WINDOWS NT V7.2 AND V7.01 CANNOT SPECIFICALLY TARGET A PIECE OF MEDIA DURING A BACKUP OPERATION, THREE BACKUP EXEC FEATURES CAN INCREASE THE LIKELIHOOD THAT A SPECIFIC M
CHANGES FOR MICROSOFT EXCHANGE MAILBOX BACKUPS WITH BACKUP EXEC FOR WINDOWS NT/2000 VERSION 8.6 TO PREVIOUS VERSIONS (7.3, WITH VERSION 8.6, MICROSOFT EXCHANGE MAILBOX BACKUPS ARE SERVER 8.0, 8.5): SITE LEVEL VERSUS SERVER LEVEL.
CENTRIC. BACKUP EXEC NOW ONLY ENUMERATES THE MAILBOXES TO BE BACKED UP FROM THE SELECTED EXCHANGE SERVER. PREVIOUS VERSIONS ALL
⋮
WHEN INSTALLING BACKUP EXEC THE MESSAGE "FAILED TO REGISTER BECATDRV.DLL? IS DISPLAYED BUT THE INSTALLATION IS SUCCESSFUL. BACKUPS WILL RUN SUCCESSFULLY BUT NO RESTORE WILL BE POSSIBLE AS THE RESTORE SELECTION LIST IS EMPTY.
TO SOLVE THIS PROBLEM FOLLOW THESE STEPS 1. CLEAR ANY CORRUPTION IN THE CATALOGS FOLDER.
NEXT>>
830

Fig. 9D

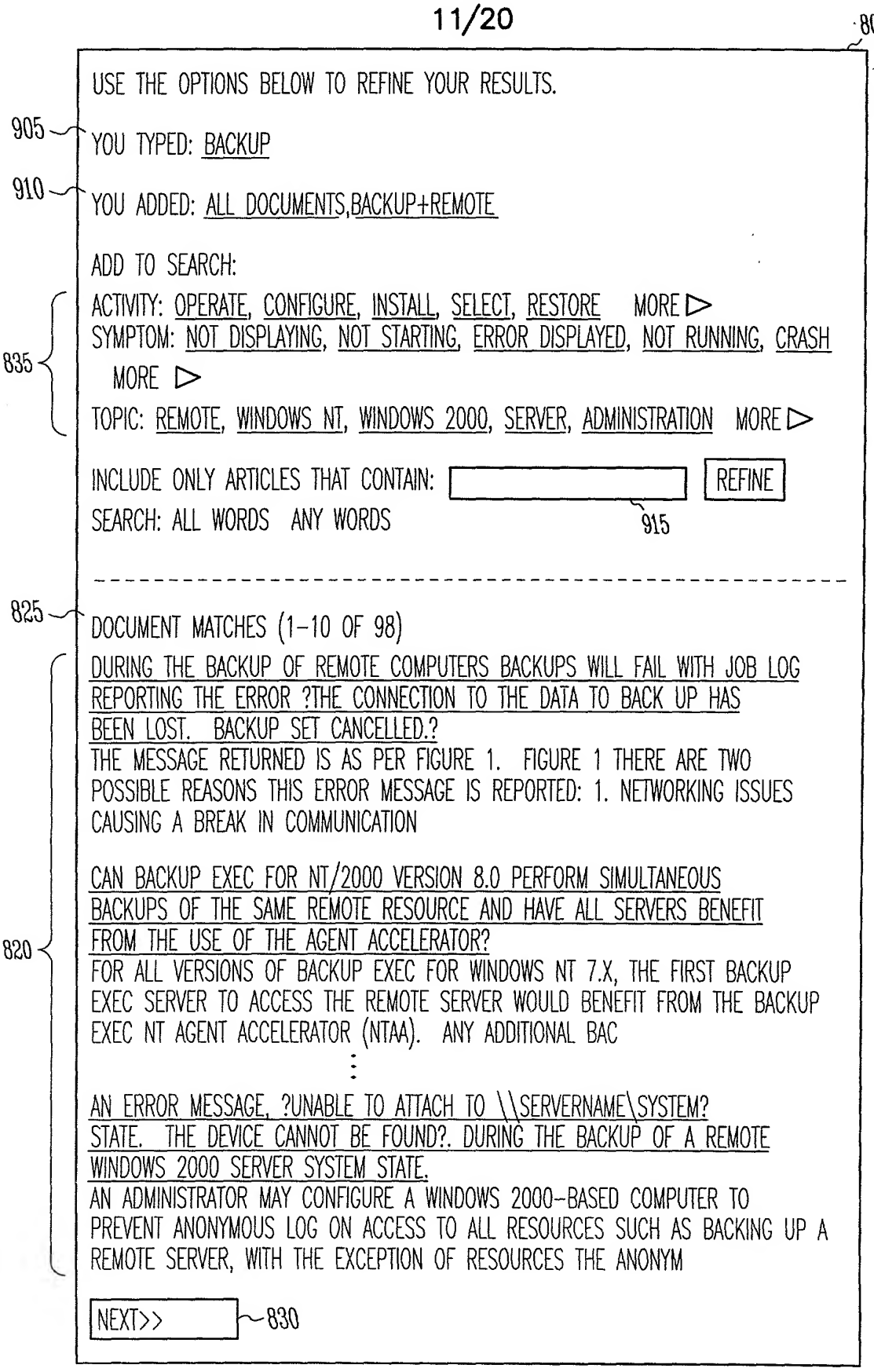
800
USE THE OPTIONS BELOW TO REFINE YOUR RESULTS.
905
YOU TYPED: BACKUP
910
YOU ADDED: ALL DOCUMENTS,BACKUP+REMOTE
ADD TO SEARCH:
ACTIVITY: OPERATE, CONFIGURE, INSTALL, SELECT, RESTORE MORE ▷
SYMPTOM: NOT DISPLAYING, NOT STARTING, ERROR DISPLAYED, NOT RUNNING, CRASH
835
MORE ▷
TOPIC: REMOTE, WINDOWS NT, WINDOWS 2000, SERVER, ADMINISTRATION MORE ▷
INCLUDE ONLY ARTICLES THAT CONTAIN:
REFINE
SEARCH: ALL WORDS ANY WORDS
915
825
DOCUMENT MATCHES (1-10 OF 98)
DURING THE BACKUP OF REMOTE COMPUTERS BACKUPS WILL FAIL WITH JOB LOG REPORTING THE ERROR ?THE CONNECTION TO THE DATA TO BACK UP HAS BEEN LOST. BACKUP SET CANCELLED.?
THE MESSAGE RETURNED IS AS PER FIGURE 1. FIGURE 1 THERE ARE TWO POSSIBLE REASONS THIS ERROR MESSAGE IS REPORTED: 1. NETWORKING ISSUES CAUSING A BREAK IN COMMUNICATION
CAN BACKUP EXEC FOR NT/2000 VERSION 8.0 PERFORM SIMULTANEOUS BACKUPS OF THE SAME REMOTE RESOURCE AND HAVE ALL SERVERS BENEFIT FROM THE USE OF THE AGENT ACCELERATOR?
820
FOR ALL VERSIONS OF BACKUP EXEC FOR WINDOWS NT 7.X, THE FIRST BACKUP EXEC SERVER TO ACCESS THE REMOTE SERVER WOULD BENEFIT FROM THE BACKUP EXEC NT AGENT ACCELERATOR (NTAA). ANY ADDITIONAL BAC
AN ERROR MESSAGE, ?UNABLE TO ATTACH TO \\SERVERNAME\SYSTEM? STATE. THE DEVICE CANNOT BE FOUND?. DURING THE BACKUP OF A REMOTE WINDOWS 2000 SERVER SYSTEM STATE.
AN ADMINISTRATOR MAY CONFIGURE A WINDOWS 2000-BASED COMPUTER TO PREVENT ANONYMOUS LOG ON ACCESS TO ALL RESOURCES SUCH AS BACKING UP A REMOTE SERVER, WITH THE EXCEPTION OF RESOURCES THE ANONYM
NEXT>>
830

Fig. 9E

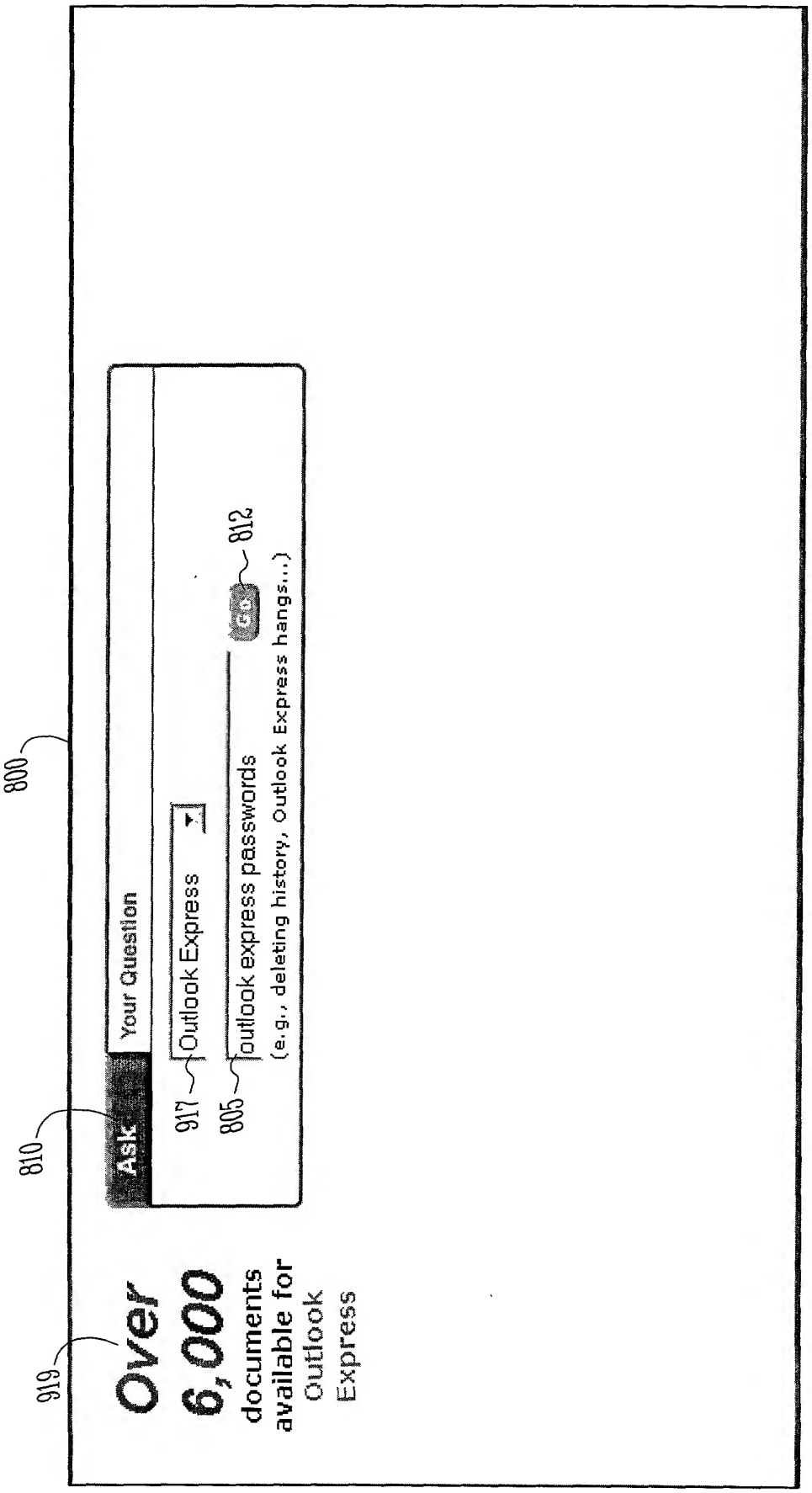
800
810
919
Over 6,000 documents available for Outlook Express
Ask
Your Question
917
Outlook Express
805
outlook express passwords
(e.g., deleting history, Outlook Express hangs...)
812
GO

Fig. 9F

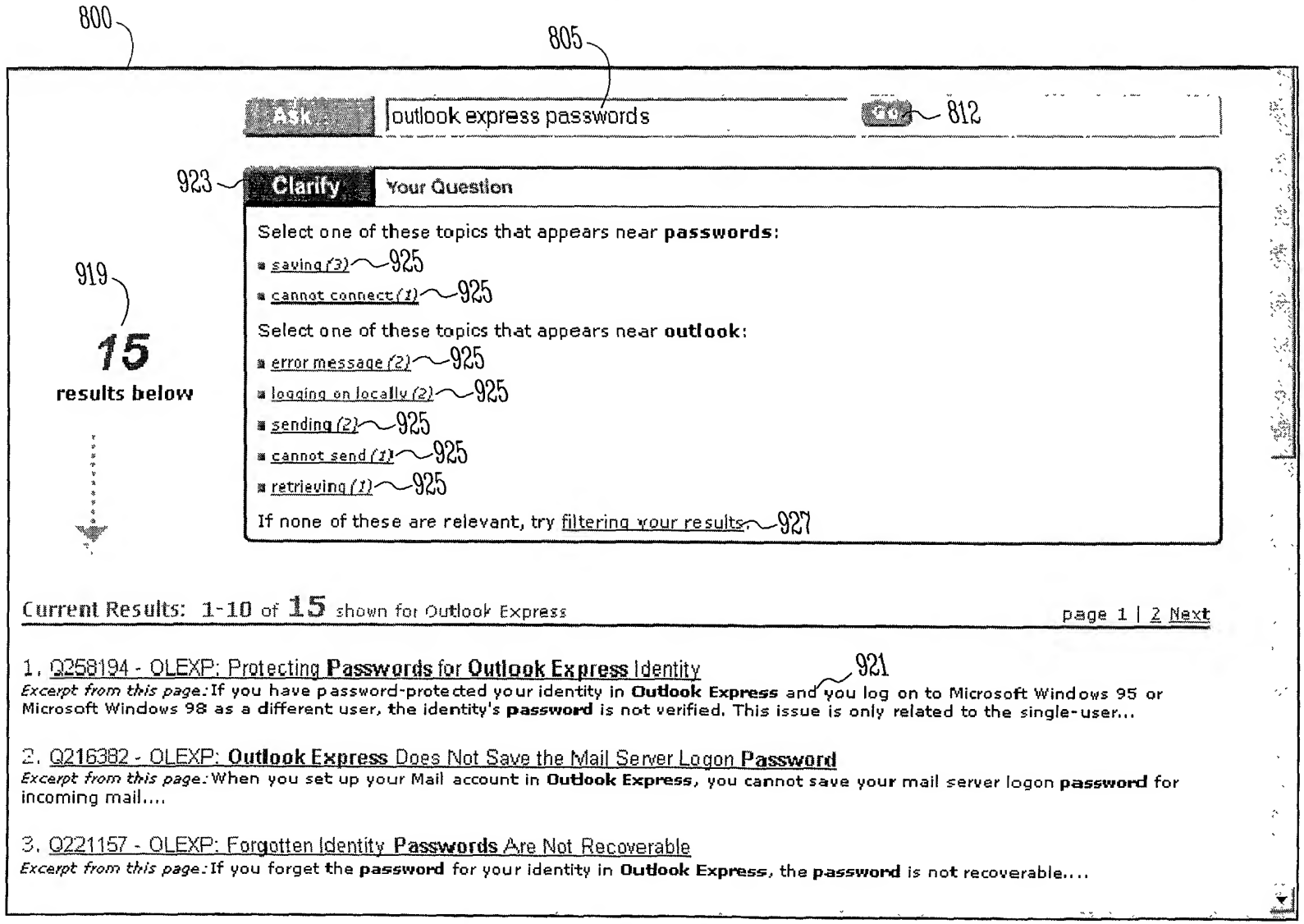
800
805
Ask
outlook express passwords
812
923
Clarify
Your Question
Select one of these topics that appears near passwords:
saving (3)
925
cannot connect (1)
925
Select one of these topics that appears near outlook:
error message (2)
925
logging on locally (2)
925
sending (2)
925
cannot send (1)
925
retrieving (1)
925
If none of these are relevant, try filtering your results.
927
919
15
results below
Current Results: 1-10 of 15 shown for Outlook Express
page 1 | 2 Next
1. Q258194 - OLEXP: Protecting Passwords for Outlook Express Identity
921
Excerpt from this page: If you have password-protected your identity in Outlook Express and you log on to Microsoft Windows 95 or Microsoft Windows 98 as a different user, the identity's password is not verified. This issue is only related to the single-user...
2. Q216382 - OLEXP: Outlook Express Does Not Save the Mail Server Logon Password
Excerpt from this page: When you set up your Mail account in Outlook Express, you cannot save your mail server logon password for incoming mail....
3. Q221157 - OLEXP: Forgotten Identity Passwords Are Not Recoverable
Excerpt from this page: If you forget the password for your identity in Outlook Express, the password is not recoverable....

Fig. 9C

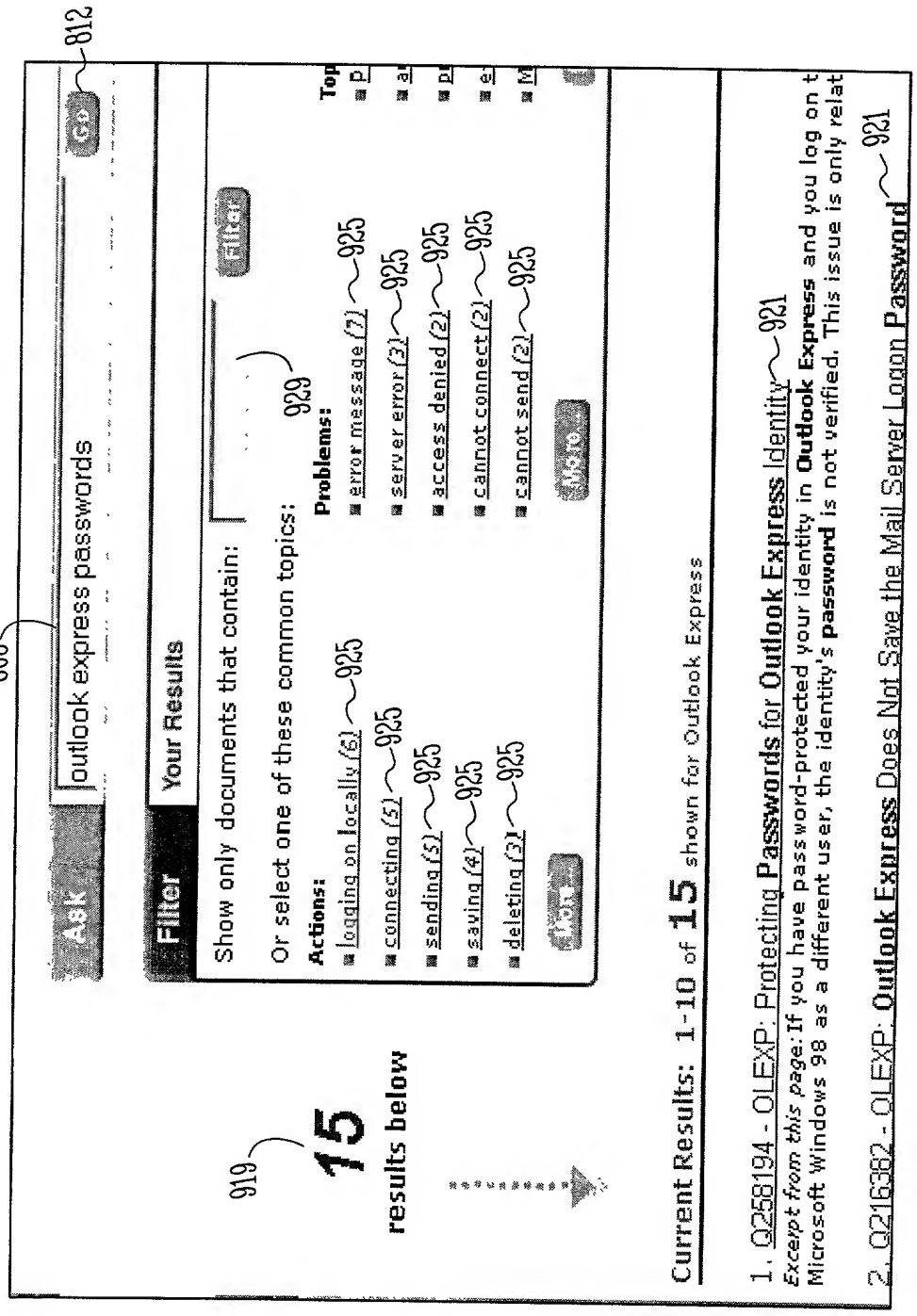
805
812
Ask
outlook express passwords
Go
Filter
Your Results
Show only documents that contain:
Filter
Or select one of these common topics:
929
Actions:
logging on locally (6) 925
connecting (5) 925
sending (5) 925
saving (4) 925
deleting (3) 925
Problems:
error message (7) 925
server error (3) 925
access denied (2) 925
cannot connect (2) 925
cannot send (2) 925
More...
919
15
results below
Current Results: 1-10 of 15 shown for Outlook Express
1. Q258194 - OLEXP: Protecting Passwords for Outlook Express Identity 921
Excerpt from this page: If you have password-protected your identity in Outlook Express and you log on t
Microsoft Windows 98 as a different user, the identity's password is not verified. This issue is only relat
2. Q216382 - OLEXP: Outlook Express Does Not Save the Mail Server Logon Password 921

Fig. 9H

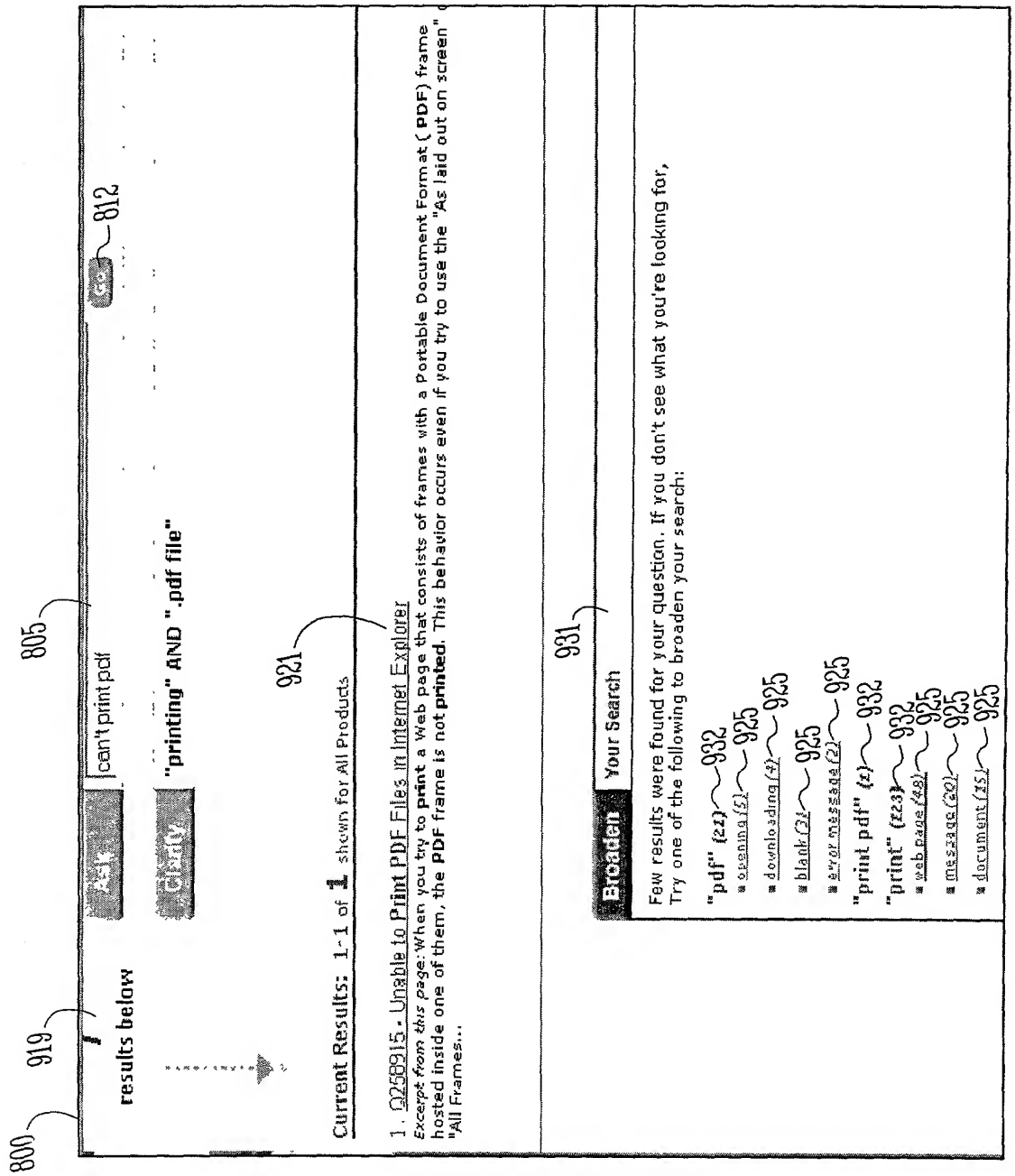
800
919
805
812
921
931
results below
Ask
can't print pdf
Clarify
"printing" AND ".pdf file"
Go
Current Results: 1-1 of 1 shown for All Products
1. Q268915 - Unable to Print PDF Files in Internet Explorer
Excerpt from this page: When you try to print a Web page that consists of frames with a Portable Document Format (PDF) frame hosted inside one of them, the PDF frame is not printed. This behavior occurs even if you try to use the "As laid out on screen" "All Frames...
Broaden
Your Search
Few results were found for your question. If you don't see what you're looking for, Try one of the following to broaden your search:
"pdf" (22) 932
opening (2) 925
downloading (4) 925
blank (2) 925
error message (2) 925
"print pdf" (2) 932
"print" (223) 932
web page (48) 925
message (20) 925
document (15) 925

Fig. 9I

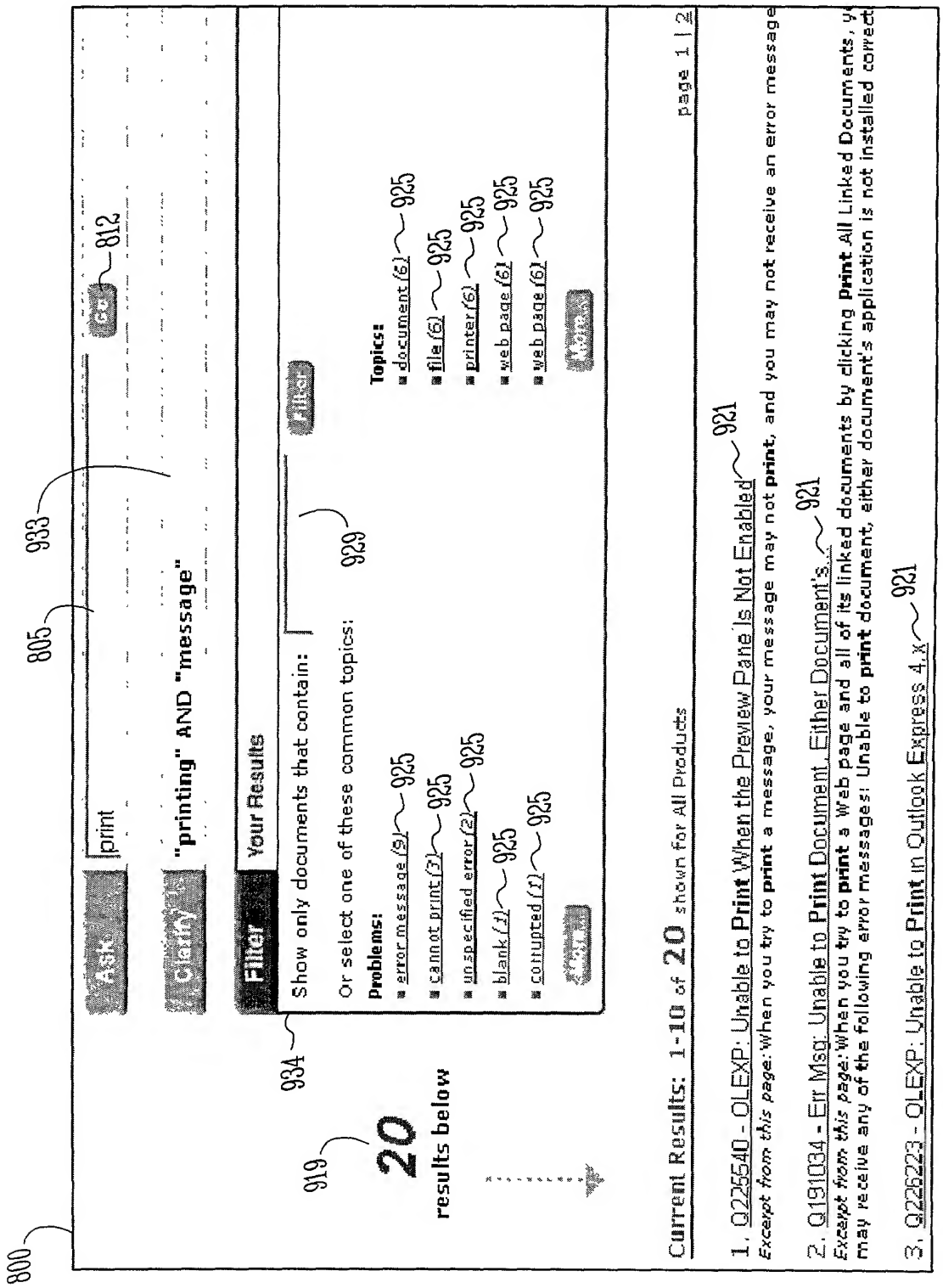
800
805
933
812
Ask
print
Go
Clarify
"printing" AND "message"
Filter
Your Results
934
Show only documents that contain:
Filter
919
20
results below
Or select one of these common topics:
929
Problems:
error message (5) 925
cannot print (3) 925
unspecified error (2) 925
blank (1) 925
corrupted (1) 925
Topics:
document (6) 925
file (6) 925
printer (6) 925
web page (6) 925
web page (6) 925
Current Results: 1-10 of 20 shown for All Products
page 1 | 2
1. Q225540 - OLEXP: Unable to Print When the Preview Pane Is Not Enabled 921
Excerpt from this page: When you try to print a message, your message may not print, and you may not receive an error message
2. Q191034 - Err Msg: Unable to Print Document, Either Document's... 921
Excerpt from this page: When you try to print a Web page and all of its linked documents by clicking Print All Linked Documents, y
may receive any of the following error messages: Unable to print document, either document's application is not installed correct
3. Q226223 - OLEXP: Unable to Print in Outlook Express 4.x 921

Fig. 9J

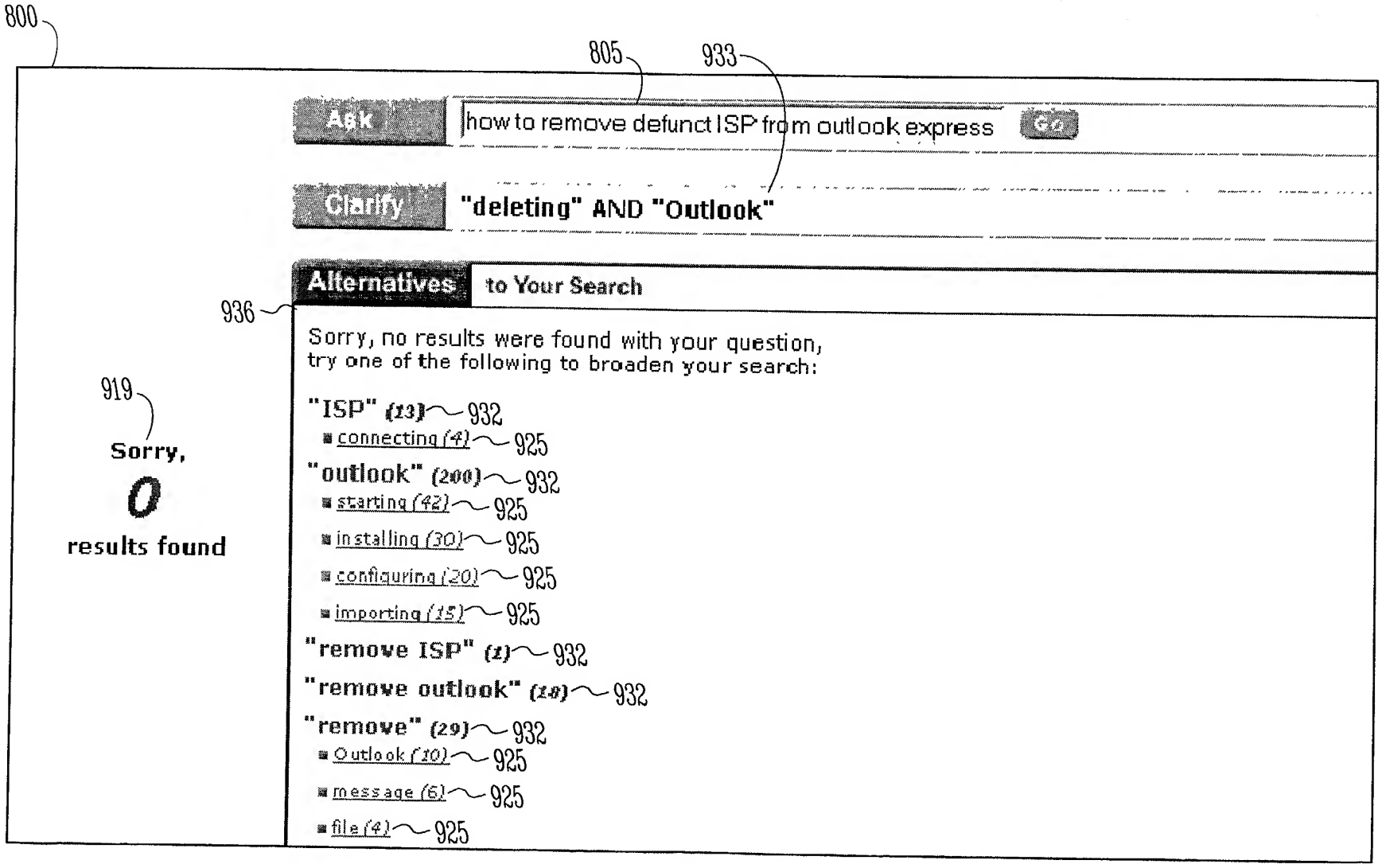
800
805
933
Ask
how to remove defunct ISP from outlook express
Go
Clarify
"deleting" AND "Outlook"
Alternatives to Your Search
936
Sorry, no results were found with your question, try one of the following to broaden your search:
919
Sorry,
0
results found
"ISP" (13) 932
connecting (4) 925
"outlook" (200) 932
starting (42) 925
installing (30) 925
configuring (20) 925
importing (15) 925
"remove ISP" (1) 932
"remove outlook" (10) 932
"remove" (29) 932
Outlook (10) 925
message (6) 925
file (4) 925

Fig. 9K

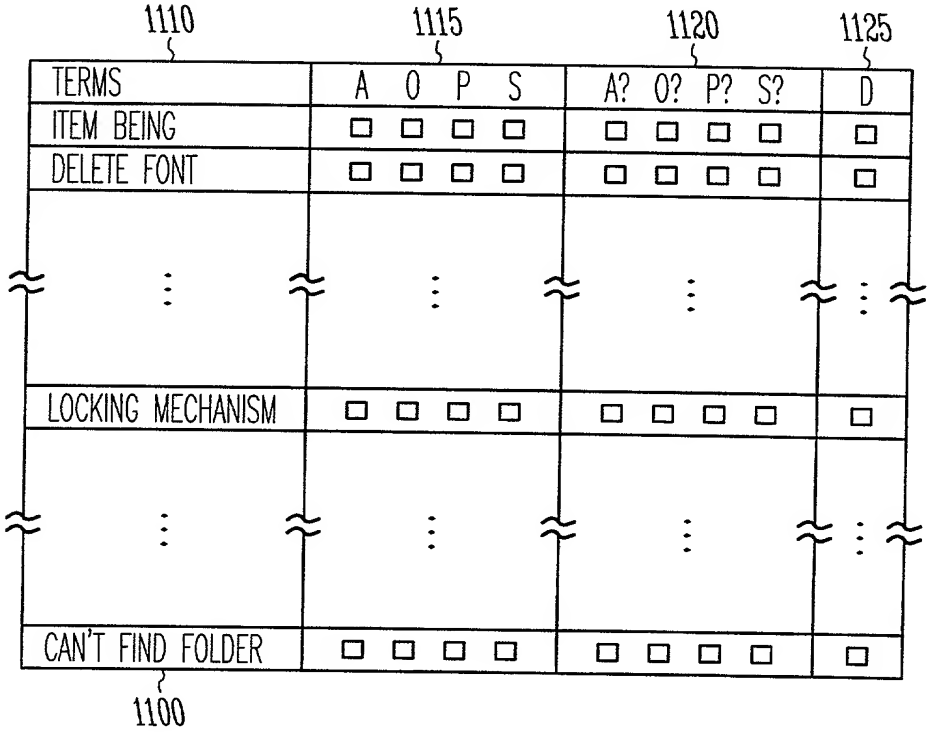
1110
1115
1120
1125
TERMS
A O P S
A? O? P? S?
D
ITEM BEING
DELETE FONT
LOCKING MECHANISM
CAN'T FIND FOLDER
1100

Fig. 11

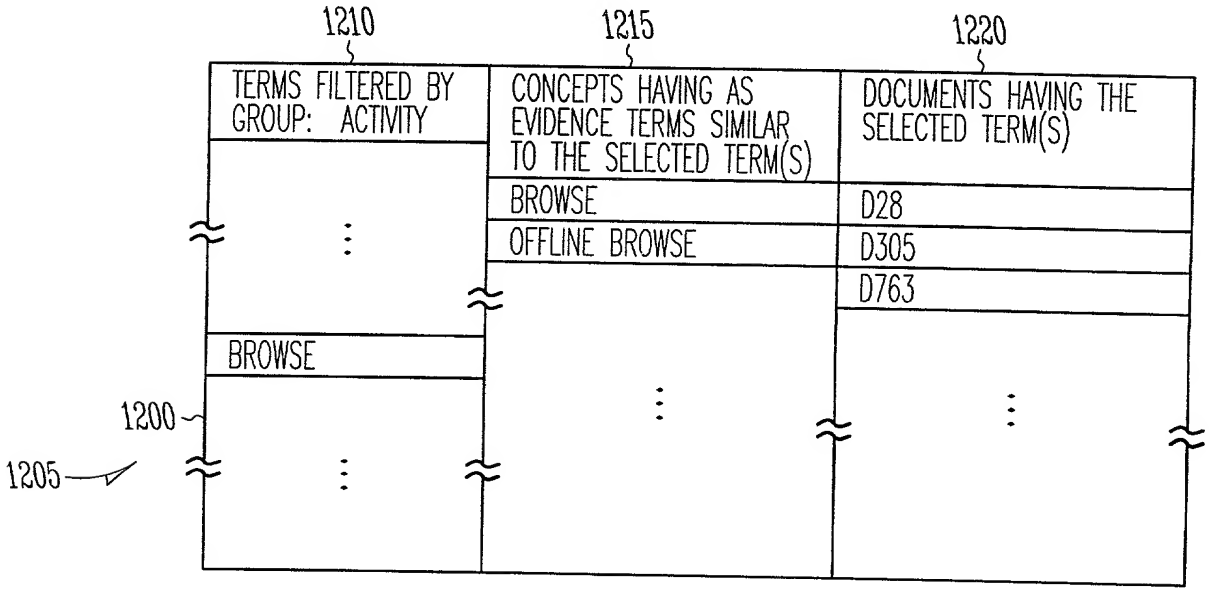
1210
1215
1220
TERMS FILTERED BY GROUP: ACTIVITY
CONCEPTS HAVING AS EVIDENCE TERMS SIMILAR TO THE SELECTED TERM(S)
DOCUMENTS HAVING THE SELECTED TERM(S)
BROWSE
OFFLINE BROWSE
D28
D305
D763
BROWSE
1200
1205

Fig. 12

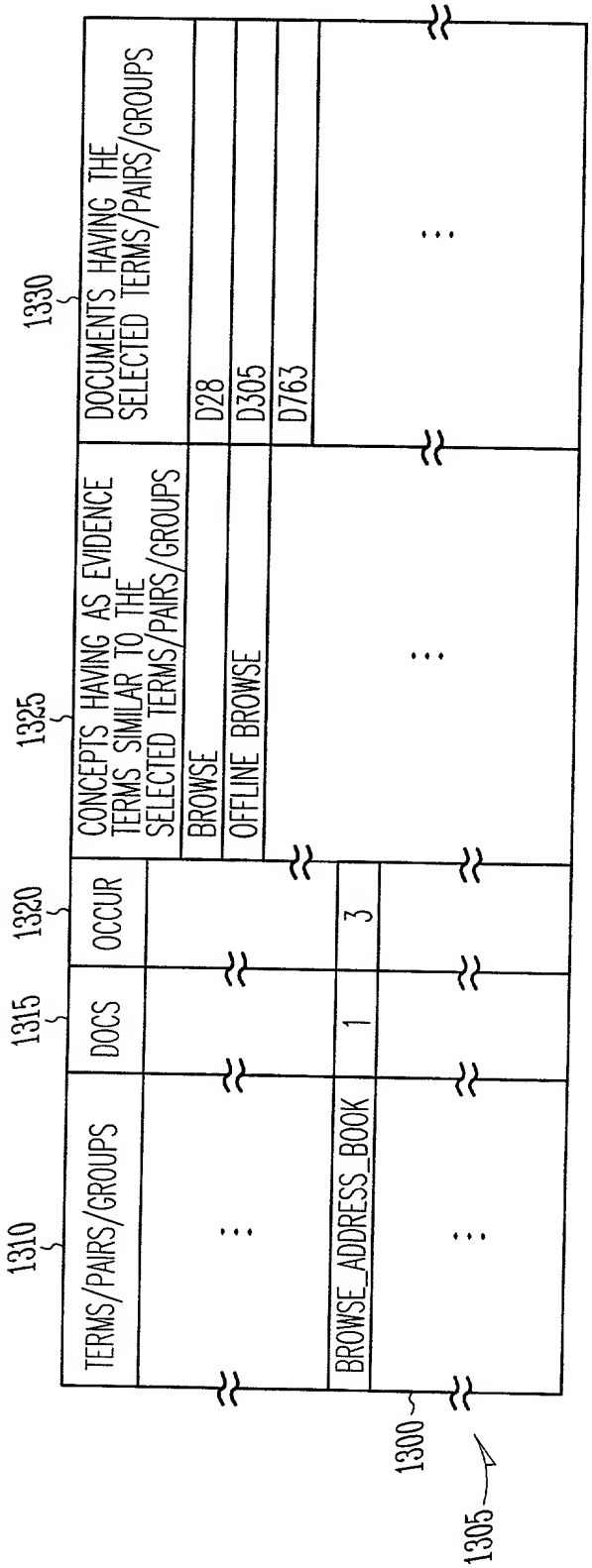
1330
DOCUMENTS HAVING THE SELECTED TERMS/PAIRS/GROUPS
D28
D305
D763
1325
CONCEPTS HAVING AS EVIDENCE TERMS SIMILAR TO THE SELECTED TERMS/PAIRS/GROUPS
BROWSE
OFFLINE BROWSE
1320
OCCUR
3
1315
DOCS
1
1310
TERMS/PAIRS/GROUPS
BROWSE_ADDRESS_BOOK
1300
1305

Fig. 13